How do I configure my iPhone in order to access the Internet and read my e-mails?

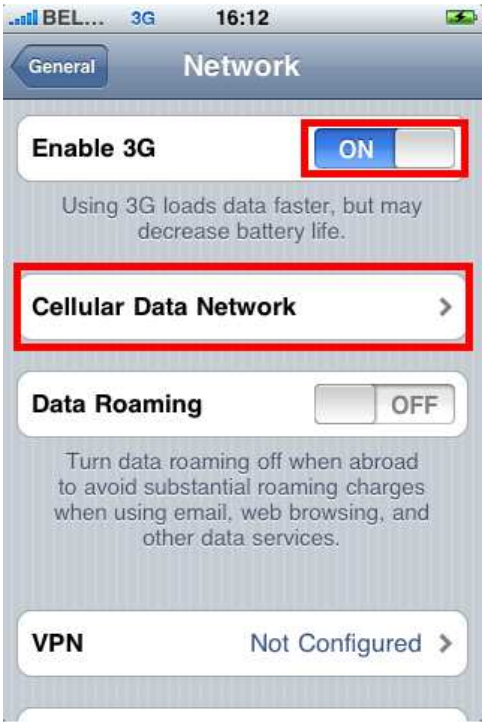
Note: There are **2 ways** of connecting to the Internet:

- ✓ Via the mobile telephony **3G network**: national coverage of the Proximus network;
- ✓ Via the **Wi-Fi network**: wireless connection to a local network, therefore coverage is often limited to a building or neighborhood. Your mobile must of course be equipped with Wi-Fi (see the user's guide of the iPhone).

How to configure your Internet connection via the 3G network in 3 steps

1. Select the **"Settings"** icon, then the **"General"** menu. Then select the sub-menu **"Network"** ("Edge" for first-generation iPhones).

2. Check that the **3G network** is **activated**, then select the **"Cellular Data Network"** option ("APN" for first-generation iPhones):



3. Enter *internet.proximus.be* in the "**Access Point Name**" field ("APN" for first-generation iPhones). Leave the two other fields empty.

Your changes will be automatically saved. You can now return to the main screen and connect to mobile Internet.

Please note!
If you want to **avoid unpleasant surprises on your bill** and **stop your mobile from being always connected to the Internet**, follow the steps in the FAQ "How do I stop my iPhone from being always connected to the Internet to avoid unpleasant surprises on my bill?"

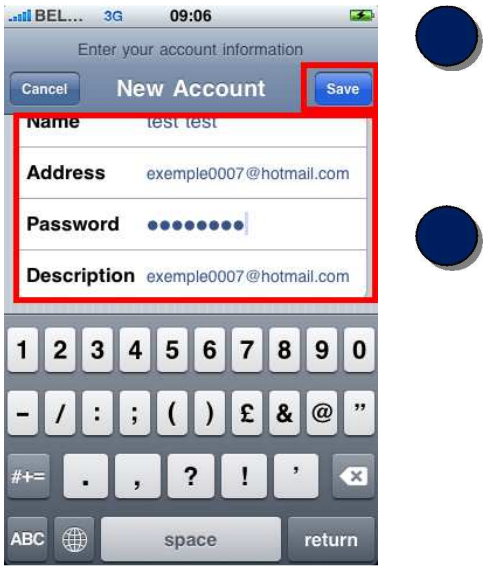
How to configure your mailbox in 5 steps

1 Select the **"Settings",** icon, and then the **"Mail, Contacts, Calendar"** menu. After that, press **"Add Account"**:

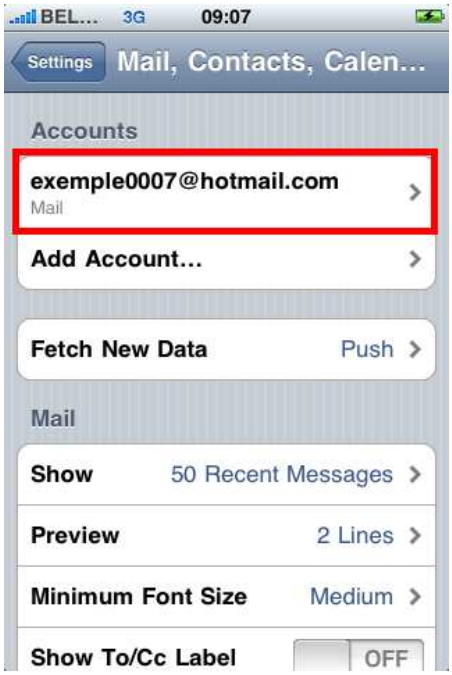
2 Choose one of the e-mail accounts displayed or press "**Other**" if you have another e-mail account (e.g. @skynet.be; @proximus.be; @telenet.be, @hotmail.com, etc.)

3. Then select **"Add Mail Account"**:

4. Fill in your name, e-mail address and the password linked to it. The "Description" field is automatically filled in. Then press "**Save**" at the top right.



5. **If the account is valid** (after an automatic check of the most popular e-mail accounts), the following screen will appear, with the account you created. **Your e-mail is now configured on your iPhone**. If this is not the case, go to step 6:



6. **If the account was not recognized**, the following screen will appear. Select **IMAP** or **POP**[1] and check the accuracy of the data. You can obtain the data of the **incoming mail servers** from your service provider (Hotmail, Skynet, Yahoo, etc.).

Note: We advise you to configure your e-mail with the IMAP protocol if your e-mail provider allows it (see note at the bottom of the page). For this, check with your e-mail provider whether the IMAP protocol is activated in the options of your e-mail account. Here are the main e-mail providers and their incoming mail server name in Belgium.

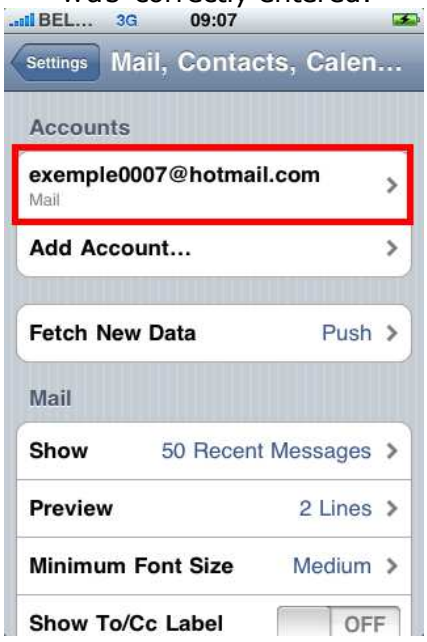
Please note! For the **outgoing mail server**, always use the server name "relay.proximus.be" with the server port "25". Adapt them if necessary. (See steps 4 to 6 of the FAQ "How do I configure my incoming and/or outgoing mail server?) Then press **Save.**

[1] *See the FAQ "What's the difference between POP and IMAP? Which should I choose?"*

7. The **SSL** (secure connection) option is automatically selected. If the settings are incorrect with SSL activated, press **YES** if you are asked to try the configuration without SSL:

BEL... 3G 08:47
Verifying account information
hotmail.com
Next
A Windows Live Hotmail Plus subscription is required to use Hotmail accounts with Mail. Visit
Cannot Connect Using SSL
Do you want to try setting up the account without SSL?
Yes
No

8. After a new check, the following screen will appear with your mailbox added if the data was correctly entered:



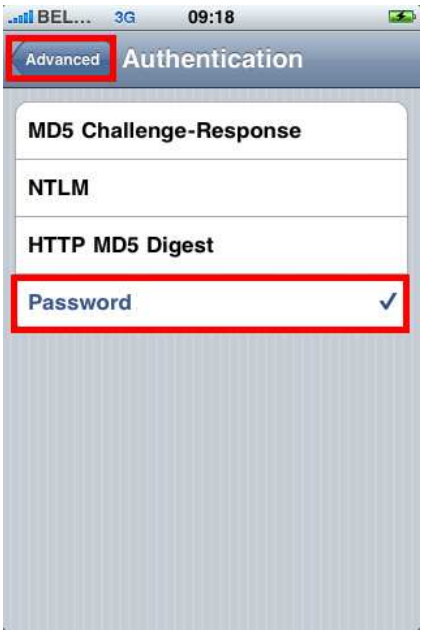
What should I do if I can't send/receive e-mails via my 3G connection (for Wi-Fi connections, see your user manual)?

1. Check the settings of your account by selecting it via **Settings / Mail, Contacts, Calendars** / ***your e-mail account***). If you have changed certain data (e.g. your password), adapt it also here, then roll down the screen till you reach the bottom and press "**Advanced**".

2. In the screen which appears, check that the settings for incoming mail correspond with those of your e-mail provider (see settings of your provider). Adapt them if necessary. Then press **Authentication**.

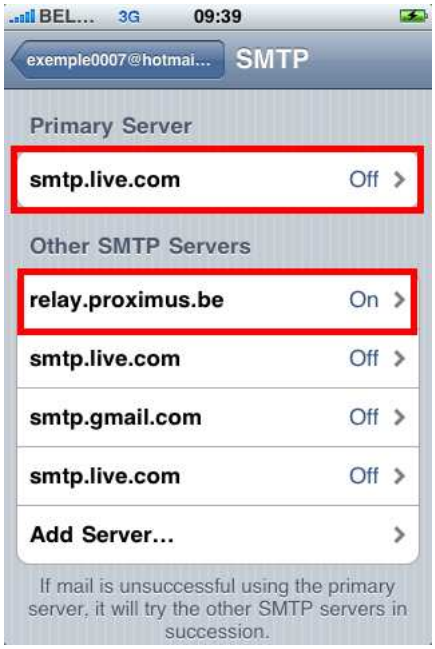
Note: The account in the example above is a "POP" account with a secure connection (SSL). In this case, the port is 995. For another type of account, you must check with your e-mail provider whether or not the incoming mail server requires a secure connection. See the "Ports used according to the type of mail server (incoming and/or outgoing)".

3. Check that the authentication by **password** is **activated** and correct this if necessary. Then go back two screens by pressing "**Advanced**" at the top left, followed by **your e-mail address**.



4. You will then arrive at the screen below. The incoming mail server must be "relay.proximus.be". If this is not the case, press "**SMTP**".

5. Deactivate the active primary server, in this case "smtp.live.com", and **activate** the "**relay.proximus.be**" server by pressing it.



6. In this screen, **check** that the elements have been properly configured, as shown below (Server "on", SSL connection "off", Port "25") and adapt them if necessary.

You should now finally be ready to send and receive e-mails. To do so, simply press the mail icon displayed on the main screen.

How do I configure my incoming and/or outgoing mail server?

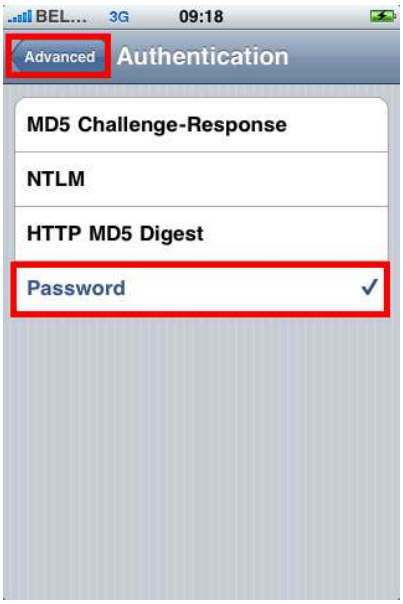
1. Select your e-mail account via **Settings / Mail, Contacts, Calendars** / ***your e-mail account***). Roll down the screen till you reach the bottom and press "**Advanced**".

2. In the screen which appears, check that the settings for incoming mail correspond with those of your e-mail provider (see the settings of your provider). Adapt them if necessary. Then press **Authentication**.

Note: The account in the example above is a "POP" account with a secure connection (SSL). In this case, the port is 995. For another type of account, you must check with your e-mail provider whether or not the incoming mail server requires a secure connection. See the "Ports used according to the type of mail server (incoming and/or outgoing)".

3 Check that the authentication by **password** is **activated** and correct this if necessary. Then go back two screens by pressing "**Advanced**" at the top left, followed by **your e-mail**

address.



4. You will then arrive at the screen below. The incoming mail server must be "relay.proximus.be". If this is not the case, press "**SMTP**".

5. Deactivate the active primary server, in this case "smtp.live.com", and **activate** the "**relay.proximus.be**" server by pressing it.

6. In this screen, **check** that the elements have been properly configured, as shown below (Server "on", SSL connection "off", Port "25") and adapt them if necessary.

How do I stop my iPhone from being always connected to the Internet to avoid unpleasant surprises on my bill?

✓ First of all, make sure that the **Notifications** are **deactivated**. To do so, press the "**Settings**" icon, and then the "**Notifications**" menu. **Deactivate the *Push*** mode (this mode allows you to be sent, or "pushed", the latest information about an application, even if it is closed, on your mobile phone).

✓ Then, still in the settings options, go to the "**Mail, Contacts, Calendars**" menu.

Note: this menu only appears if you have already installed an application from the App Store which uses APPLE's *Push* notification service.

✓ Select the "**New data**" option.

✓ **Deactivate** the "**Push**" option and select one of the options displayed below.

BEL... 3G 09:50
Mail...
Fetch New Data
Push
OFF
New data will be pushed to your phone from the server.
Fetch
The schedule below is used when push is off or for applications which do not support push. For better battery life, fetch less frequently.
Every 15 Minutes
Every 30 Minutes
Hourly
Manually

✓ To end, return to the settings menu and go to the sub-menu "**General**".

✓ Then select the "**Network**" option.

✓ Check that the "**Data Roaming**" option is **deactivated**.

BEL... 3G 09:51
General
Network
Enable 3G
ON
Using 3G loads data faster, but may decrease battery life.
Cellular Data Network
Data Roaming
OFF
Turn data roaming off when abroad to avoid substantial roaming charges when using email, MMS, web browsing, and other data services.
VPN
Not Configured

You can now **switch off** your mobile phone **and then switch it back on again** to ensure that the new configuration has been saved.

What is the difference between POP and IMAP? Which should I choose?

The **POP** and **IMAP** protocols are access protocols which allow you to access your mailbox via an e-mail client (e.g. Webmail, Outlook, Thunderbird, your mobile, etc.).

The **POP protocol** connects to your mail server (Hotmail, Gmail, Yahoo, Telenet, etc.) and looks for messages to send to your mobile or PC. The messages are then erased from the server, unless you activated the option with your e-mail provider which allows you to keep a copy of the messages on the server.

The POP protocol is therefore **useful if you access your messages from a single point, i.e. your PC or mobile phone**.

The **IMAP protocol** gives you an overview of the messages on the server and synchronizes with the server all the actions you carry out on your messages via your mobile phone. It is therefore **more effective if you access your mailbox from different peripheral devices**. If you check your e-mails at work, on your mobile, then again at home, the IMAP protocol guarantees that all messages are accessible from any peripheral device, at any time. As with the POP protocol, you have to activate the IMAP in the configuration of your mailbox on the server. This protocol leaves all your messages on the server and synchronizes all your actions. For example, if you move a message to another file in your mailbox, the synchronization with the server is done in real time. If you delete a message, it will also be deleted on the server, and so on.

We **advise you to use the IMAP protocol** to configure your mailbox **with an Internet on GSM Comfort subscription** (you already have an Internet on GSM Comfort subscription at €10/month, for 100 MB of download volume, which should be more than enough for normal usage).

Ports used according to the type of mail server (incoming and/or outgoing)

For e-mail accounts which use the **POP3** protocol, the following ports are used:

- ✓ Incoming mail server - POP3 without SSL: port 110
- ✓ Incoming mail server - POP3 with SSL: port 995
- ✓ Outgoing mail server - non-secure SMTP: port 25
- ✓ Outgoing mail server - secure SMTP: port 465

For e-mail accounts which use the **IMAP** protocol, the following ports are used:

- ✓ Incoming mail server - IMAP without SSL: port 143
- ✓ Incoming mail server - IMAP with SSL: port 585
- ✓ Incoming mail server - IMAPS (on SSL): 993
- ✓ Outgoing mail server - non-secure SMTP: port 25
- ✓ Outgoing mail server - secure SMTP: port 465

Note: the outgoing mail server is identical for POP and IMAP: "relay. proximus.be" and port 25 is used.